

JOB OPPORTUNITY

"Franchise Tax Board is an affirmative action employer with equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation."

Position:

Tax Technician – 1 Position (San Bernardino Field Office)
(Lateral Transfers only)

Location: San Bernardino Field Office

Classification: Tax Technician Range A (\$2,220.00 to \$2,700.00 per month)
Range B (\$2,507.00 to \$3,049.00 per month)

Final filing Date

Postmarked by Monday, April 14, 2003

Job Description: (include typical duties)

Under the general direction of a Group Supervisor, the Tax Technician works a computer work list of Personal Income Tax accounts and contacts delinquent PIT taxpayers via telephone and/or correspondence to collect tax, explain assessments, locate assets, and/or enforce filing requirements. The Tax Technician may also work at the Public Service Counter assisting customers with Personal Income Tax and Bank and Corporation tax issues.

Required Job Skills, Knowledge, and Abilities

- Excellent attendance and strong communication skills (written and oral).
- Ability to work independently with strong time management skills.
- Use good judgment when analyzing data and situations, draw sound conclusions and take effective actions with imagination and tact under stressful conditions.
- Excellent customer service skills to resolve customer issues effectively, efficiently, and with courtesy.

Desirable Experience and Qualifications

- Working knowledge of a Personal Computer, including Word.
- Ability to use on-line research resources.
- Ability to handle changing priorities.
- Ability to handle multiple tasks.
- A good sense of humor
- Able to work at a hectic pace

When / How to Apply

Please provide a:

- ♦ Resume **AND** a written statement explaining how the skills and abilities that you bring to this job would benefit your personal development goals and the Franchise Tax Board's collection programs.
- ♦ Employment application form STD 678 (<http://ftbnet/ftbforms/STDForms/std678.pdf>). Please provide employment history **and** include names and phone numbers of current and previous Supervisors.
- ♦ A list of at least 3 references. Only names and phone numbers are needed.
- ♦ A copy of your last Performance Evaluation.

APPLICATIONS: Mail application, postmarked by filing deadline, to: Daniel Rodriguez, Franchise Tax Board, 7575 Metropolitan Dr., Suite 201, San Diego, CA 92108. *Applications will be screened and only the most qualified will be interviewed.*

Prior to employment with the Franchise Tax Board, a background investigation will be conducted. The investigation will consist of completion of a questionnaire, fingerprinting, and inquiry to the Department of Justice to disclose criminal records. Employment offers may be made prior to completion of the questionnaire. A commitment to hire will not be considered final until the background information has been reviewed and approved by the department.

Franchise Tax Board